

Consumer Information and Procedures

--Disconnecting Utility Service

Reasons For Disconnecting Your Service

- Your bill was not paid.
- The deposit or increased deposit amount was not paid by the due date.
- You benefited from the tampering with company equipment.
- The deferred payment agreement was not kept.
- Access to company equipment was denied.
- Hazardous health and safety conditions exist.

The Utility's Responsibilities:

- When considering shutting off your service, the utility must:
 - Mail you a Final Notice 8 days before service shut-off or deliver the Notice 5 days prior to disconnection.
 - Not shut off service after 2 p.m. unless it is prepared to reconnect service the same day at the regular reconnection charge.
 - Not shut off gas and electric service to residential heating customers if the National Weather Service predicts 32° temperatures or less for the next 24 hours.
 - Not shut off service to a residential customer if the utility company has received a valid illness certificate.